

Mainiero, Phil

From: Richard Mullaney <mullaneyl@sbcglobal.net>
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To: tratestimony
Subject: House Bill 5041 Testimony

Name

Richard Mullaney

Email

mullaneyl@sbcglobal.net

Address

Bristol, Connecticut 06010
United States
[Map It](#)

Testimony

House Bill 5041,,Privatize DMV Services: On the surface, I think privatizing DMV services sounds like a tempting way to alleviate the logjams at DMV branches. However I think great caution needs to be exercised in implementing this idea. For starters, I currently pay a yearly fee for a family AAA membership and therefore enjoy the convenience and efficiency of doing business at their office, including getting my license renewed and obtaining passport photos, along with travel needs. As a member I enjoy the convenience of this benefit that is available to me. Is it therefore fair to members to have large groups of non AAA members showing up at that office to receive the same benefit? Also, wouldn't that just be relocating the logjam problem from the DMV branch to another location, people hanging around all day long to get their business done? It seems that any AAA office being inundated by large groups of people for non AAA services would certainly impact their efficiency. It's likely that the AAA offices would not accommodate a large influx of people. In addition, the costs of privatization of these services is certain to be passed on to citizens through possible tax increases.

I agree that we would all like to see DMV run more efficiently. I think if a competent commissioner was put in charge of DMV that this would be a good first step. The previous commissioner was simply not qualified and should not have held that post in the first place. In addition, a new computer system was implemented during his tenure without proper oversight and continues to still have significant problems. Transactions at the counter now require the employee to scan the paperwork during the transaction itself, which in turn lengthens the time taken for completion, and in turn creates longer wait times for citizens who are still in line. A job I recently held required me to go to DMV about three times a week where I personally witnessed this frequently. Several DMV employees also informed me of this issue.

I support efforts to improve DMV, but I think better management and equipment, better training would go a long way to accomplish this and would not be passing the problem to someone else. As a suggestion, how about kiosks at the branches so citizens could renew their own licenses? Massachusetts does it at their Springfield branch and it works quite well. It also does not tie up an employee.

Thank you for your efforts.